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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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In Ref: the patent application of: Igor Neyman et al.  
Case: P3251  
Serial No.: 08/928,861  
Filed: 09/12/97  
Subject: Improved Call-Center Apparatus and Functionality in  
Telephony  
To: The Commissioner of Patents and Trademarks  
Washington, D.C. 20231

RECEIVED  
DEC 25 1997

OFFICE OF PETITIONS  
AND APPEALS

PETITION UNDER 37 CFR §1.48 TO CORRECT INVENTORSHIP

DEAR SIR:

Applicants Igor Neyman, Michail Barskiy, Alec Miloslavsky, Oleg Bondarenko, Valeriy Issayev, Andrei Petrov and Paul Karpenko because of the facts set forth below, hereby petition the Commissioner to add Alex Smeklik, Alexander Volguin, Yuri Ostapchuk, Boris Livshits and Hamid Dadgar to the above referenced Application as well as any Divisional, Continuation or Continuation-in-part Applications which may be filed that are based on the present Application.

Accompanying this Petition is a Verified Statement of Facts and Declaration signed by the actual inventors, the written consent of Genesys Telecommunications Laboratories, Inc. the assignee of the entire interest in the above referenced Application, a power of attorney signed by each of the original and added inventors and a check in the amount of \$130.00 for petition fee as required by 37 CFR § 1.17(h).

The application for patent was made through error and without any deceptive intention, in applicant's names only, as will be apparent from the Verified Statement of Facts attached hereto.

12/19/1997, STH ORNTO 00000024 08928861  
01 FC:122

Respectfully submitted, by

Date: 12/11/97

Donald R. Boys

Reg. No. 35,074

CCPA  
P.O. Box 187  
Aromas, Ca. 95004  
(408) 726-1457



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**VERIFIED STATEMENT OF FACTS AND DECLARATION IN  
SUPPORT OF PETITION UNDER 37 CFR § 1.48 (A)(1) TO CORRECT  
INVENTORSHIP**

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DEC 23 1997  
OFFICE OF PETITIONS  
AND APPEALS

DEAR SIR:

1. We, Igor Neyman, Michail Barskiy, Alec Miloslavsky, Oleg Bondarenko, Valeriy Issayev, Andrei Petrov and Paul Karpenko are employees of Genesys Telecommunications Laboratories, Inc. of San Francisco Ca.
2. Donald R. Boys reg. No. 35,074, is the agent appointed by Igor Neyman, Michail Barskiy, Alec Miloslavsky, Oleg Bondarenko, Valeriy Issayev, Andrei Petrov and Paul Karpenko to prosecute the above referenced Patent application and transact all business in the Patent and Trademark Office connected therewith.
3. The above referenced application is a continuation-in-part of the copending patent application serial No. 08/833,340, filed 04/03/97, naming Alex Smelik and Alexander Volguin as co-inventors.

4. The above referenced application is a continuation-in-part of the copending patent application Docket No. P3226, filed 07/09/97, naming Yuri Ostapchuk, Boris Livshits and Hamid Dadgar as co-inventors.

5. Alex Smelik, Alexander Volguin, Yuri Ostapchuk, Boris Livshits and Hamid Dadgar are also employees of Genesys Telecommunications Laboratories, Inc. of San Francisco Ca.

6. Donald R Boys discovered on 09/01/97, through an error in docketing, that the above referenced Application naming Igor Neyman, Michail Barskiy, Alec Miloslavsky, Oleg Bondarenko, Valeriy Issayev, Andrei Petrov and Paul Karpenko as co-inventors was mistakenly filed without adding the names of Alex Smelik, Alexander Volguin, Yuri Ostapchuk, Boris Livshits and Hamid Dadgar.

7. Together as co-workers Igor Neyman, Michail Barskiy, Alec Miloslavsky, Oleg Bondarenko, Valeriy Issayev, Andrei Petrov, Paul Karpenko, Alex Smelik, Alexander Volguin, Yuri Ostapchuk, Boris Livshits and Hamid Dadgar worked on the project that led to the conception and reduction to practice of the present invention.

8. The omission of Alex Smelik, Alexander Volguin, Yuri Ostapchuk, Boris Livshits and Hamid Dadgar as co-inventors on the present application was made through error as described above, and without any deceptive intent.

9. All statements made herein of our own knowledge are true and all statements made on information and belief are believed to be true; and further these statements were made with knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under § 1001 of Title 18 of the United States Code and that such willful false statement may jepordize the validity the application or any patent issuing thereon

By: Igor Neyman Date: 12/01, 1997  
Igor Neyman

By: Michail Barskiy Date: 12/9, 1997  
Michail Barskiy

By: Alec Miloslavsky Date: 11/18, 1997  
Alec Miloslavsky

By: Oleg Bondarenko Date: 12/9, 1997  
Oleg Bondarenko

By: Valeriy Issayev Date: 12/9, 1997  
Valeriy Issayev

By: Andrei Petrov Date: 12/9, 1997  
Andrei Petrov

By: Paul Karpenko Date: 11/14, 1997  
Paul Karpenko



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Ref: The patent application of: Igor Neyman et al.  
Case: P3251  
Serial No.: 08/928,861  
Filed: 09/12/97  
Subject: Improved Call-Center Apparatus and Functionality in  
Telephony

To: The Commissioner of Patents and Trademarks  
Washington, D.C. 20231

**WRITTEN CONSENT IN SUPPORT OF PETITION  
UNDER 37 CFR §1.48(A)4 TO CORRECT INVENTORSHIP**

DEAR SIR:

Pursuant to the requirements of 37 CFR §1.48 (a) (4), Genesys Telecommunications Laboratories, Inc. of San Francisco, Ca., the assignee of the entire interest of the above referenced U.S. Patent Application, hereby consents to the Petition to Correct Inventorship to add the name of Alex Smeklik, Alexander Volguin, Yuri Ostapchuk, Boris Livshits and Hamid Dadgar as co-inventors to the above-referenced patent application.

Genesys Telecommunications Laboratories Inc.

  
Franklin P. Huang Director of Legal Affairs

Date : 10/9/97



# DECLARATION AND POWER OF ATTORNEY FOR PATENT APPLICATION

ATTORNEY DOCKET NO. P3251

As a below named inventor, I hereby declare that: My residence, post office address and citizenship are as stated below next to my name. I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled: **Improved Call-Center Apparatus and Functionality in Telephony**

the specification of which (check one) ☐ is attached hereto.

☒ was filed on: 09/12/97

☒ Application Serial No. 08/928,861

☐ and was amended on \_\_\_\_\_

(If applicable)

I hereby state that I have reviewed and understood the contents of the above-identified specification, including the claims, as amended by any amendment referred to above. I acknowledge the duty to disclose information which is material to the examination of this application in accordance with Title 37, Code of Federal Regulations, s 1.56 (a). In the case that the present application is a continuation-in-part application, I further acknowledge the duty to disclose material information as defined in 37 CFR s 1.56(a) which became available between the filing date of the prior application and the filing date of the present application. I hereby claim foreign priority benefits under Title 35, United States Code s119 of any foreign applications for patent or inventor's certificate listed below and have also identified below any foreign application for patent or inventor's certificate having a filing date before that of the application on which priority is claimed:

Prior Foreign Application(s)

(Number)	(Country)	(Day/Month/Year Filed)
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(Number)	(Country)	(Day/Month/Year Filed)
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I hereby claim the benefit under Title 35, United States Code, s120 of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United States Code, s112, I acknowledge the duty to disclose material information as defined in Title 37, Code of Federal Regulations, s156(a) which occurred between the filing date of the prior application and the national or PCT international filing date of this application.

(Application Serial No.): 08/869,815 (Filing Date): 06/04/97 (Status): pending

(Application Serial No.): 08/802,667 (Filing Date): 02/19/97 (Status): pending

(Application Serial No.): 08/797,420 (Filing Date): 02/10/97 (Status): pending

(Application Serial No.): 08/833,340 (Filing Date): 04/03/97 (Status): pending

(Application Serial No.): P3226-not recieved (Filing Date): 07/09/97 (Status): pending

POWER OF ATTORNEY: As a named inventor, I hereby appoint the following attorney(s) and/or agent(s) to prosecute this application and transact all business in the Patent and Trademark Office connected therewith.  
(List name and registration number)

Name: Donald R. Boys

Reg. No. 35,074

SEND CORRESPONDENCE TO:

Donald R. Boys

P.O. Box 187

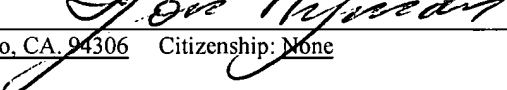
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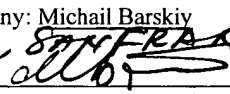
DIRECT TELEPHONE CALLS TO:

Donald R. Boys (408) 726-1457

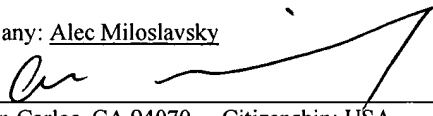
I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

Full name of sole or first inventor: Igor Neyman

1st inventor's signature:  Dated: 12/01/97  
Residence: 4118 Park Blvd., Palo Alto, CA. 94306 Citizenship: None  
Post Office Address: Same

Full name of 2nd joint inventor, if any: Michail Barskiy  
446 11th ave #2, San Francisco, Ca, USA, 94118  
2nd inventor's signature:  Dated: 12/9/97  
Residence: 20 E 41st Pl # F, San Mateo, CA. 94403 Citizenship: Ukraine  
Post Office Address: Same

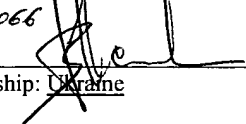
Full name of 3rd joint inventor, if any: Alec Miloslavsky

3rd inventor's signature:  Dated: 11/18/97  
Residence: 10 Whitman Court, San Carlos, CA. 94070 Citizenship: USA  
Post Office Address: Same

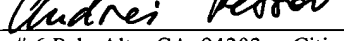
Full name of 4th joint inventor, if any: Oleg Bondarenko

4th inventor's signature:  Dated: 12/9/97  
Residence: 2707 35th Ave., San Francisco, CA. 94116 Citizenship: Russia  
Post Office Address: Same

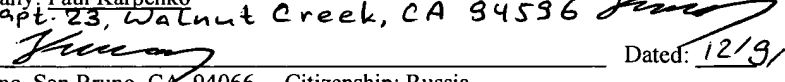
Full name of 5th joint inventor, if any: Valeriy Issayev

6226 SHELTER CREEK LANE, SAN BRUNO, CA, 94066  
5th inventor's signature:  Dated: 12/9/97  
Residence: 1245 Shelter Creek Lane, San Bruno, CA. 94066 Citizenship: Ukraine  
Post Office Address: Same

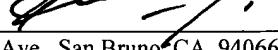
Full name of 6th joint inventor, if any: Andrei Petrov

6th inventor's signature:  Dated: 12/9/97  
Residence: 2586 W Bayshore Rd., # 6 Palo Alto, CA. 94303 Citizenship: Russia  
Post Office Address: Same 4 Andrei Petrov 12/9/97

Full name of 7th joint inventor, if any: Paul Karpenko

1250 Walker Ave., apt. 23, Walnut Creek, CA 94596  
7th inventor's signature:  Dated: 12/9/97  
Residence: 6751 Shelter Creek Lane, San Bruno, CA. 94066 Citizenship: Russia  
Post Office Address: Same

Full name of 8th joint inventor, if any: Alex Smelik

8th inventor's signature:  Dated: 11/19/97  
Residence: 283B Boardwalk Ave., San Bruno, CA. 94066 Citizenship: Russia  
Post Office Address: Same

Full name of sole or 9th inventor: ALEXANDER VOLGUIN

9th inventor's signature: \_\_\_\_\_ Dated: 11/14/97  
Residence: 101 Piccadilly Place, # M San Bruno, CA. 94066 Citizenship: Russia  
Post Office Address: Same

Full name of 10th joint inventor, if any: Yuri Ostapchuk

10th inventor's signature: \_\_\_\_\_ Dated: 12/09/97  
Residence: 20 E 41st ave., Pl. # F, San Mateo, CA. 94403 Citizenship: Ukraine  
Post Office Address: Same

Full name of 11th joint inventor, if any: Boris Livshits

11th inventor's signature: \_\_\_\_\_ Dated: 12/9/97  
Residence: 417 Piccadilly Pl. # 24, San Bruno, CA. 94066 Citizenship: Ukraine  
Post Office Address: Same

Full name of 12th joint inventor, if any: Hamid Dadgar

12th inventor's signature: \_\_\_\_\_ Dated: 12/9/97  
Residence: 413 N San Anselmo, San Bruno, CA. 94066 Citizenship: Swedish  
Post Office Address: Same

Full name of 13th joint inventor, if any: \_\_\_\_\_

13th inventor's signature: \_\_\_\_\_ Dated: \_\_\_\_\_  
Residence: \_\_\_\_\_ Citizenship: \_\_\_\_\_  
Post Office Address: \_\_\_\_\_

Full name of 14th joint inventor, if any: \_\_\_\_\_

14th inventor's signature: \_\_\_\_\_ Dated: \_\_\_\_\_  
Residence: \_\_\_\_\_ Citizenship: \_\_\_\_\_  
Post Office Address: \_\_\_\_\_

Full name of 15th joint inventor, if any: \_\_\_\_\_

15th inventor's signature: \_\_\_\_\_ Dated: \_\_\_\_\_  
Residence: \_\_\_\_\_ Citizenship: \_\_\_\_\_  
Post Office Address: \_\_\_\_\_

Full name of 16th joint inventor, if any: \_\_\_\_\_

16th inventor's signature: \_\_\_\_\_ Dated: \_\_\_\_\_  
Residence: \_\_\_\_\_ Citizenship: \_\_\_\_\_  
Post Office Address: \_\_\_\_\_





## Certificate of Express Mailing

"Express Mail" Mailing Label Number: EG847658021US

Date of Deposit: 12/11/97

Re: Case: P3251

Serial Number: 08/928,861

Filed: 09/12/97

Subject: Improved Call-Center Apparatus and Functionality in Telephony

I hereby certify that the attached papers are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated above and addressed to the Commissioner of Patents and Trademarks, Washington D.C. 20231

1. Petition to correct inventorship.
2. Verified statement of facts.
3. Written consent in support of petition.
4. Declaration and Power of Attorney.
5. Check for fees in the amount of 130.00.
6. Certificate of express mailing.
7. Postcard listing contents.

Donald R Boys

(Typed or printed name of person mailing paper or fee)

(Signature of person mailing paper or fee)